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Governor

**Demesia Padilla, CPA**  
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## ***New Mexico Motor Vehicle Division Rolls out Phase 1 of Tapestry Project***

SANTA FE, N.M. – The New Mexico Motor Vehicle Division (MVD) has rolled out the first phase of a new database for drivers services as a part of the division's Tapestry Project. It will improve efficiency in customer transactions to better serve New Mexicans.

"The Tapestry project is a model for the Governor's initiatives to make state government more efficient," said Demesia Padilla, Secretary of the New Mexico Taxation and Revenue Department. "The Governor's support of this project has been critical."

The Tapestry project began in 2014 to replace MVD's outdated driver and vehicle IT systems to better meet consumer demand. Tapestry aims to create a customer-centric system that will modernize MVD and create an efficient and helpful environment for customers.

In 2014, MVD awarded the implementation service contract for the Tapestry Program to Fast Enterprises, LLC., which provides software to help agencies reduce costs, improve services to constituents, maximize revenues, and improve operational efficiency. Similar programs have been successfully implemented in Arkansas and Utah, and greater levels of success are seen in New Mexico.

"Fast Enterprises says New Mexico is a month and a half ahead of where they expected us to be in implementation support, because of the engagement of our employees and the support that MVD has given the project," said William Duran, Director of New Mexico Motor Vehicle Division.

Since the rollout, MVD has seen marked improvements in customer satisfaction and shorter wait times.

“MVD now has process improvement tools in place, which show that 98 percent of customers have a positive experience in each of our offices,” said Secretary Padilla. “Wait times are down, customer satisfaction is up, and these customer-centric improvements are serving as a model for good government in New Mexico.”

In 2016, MVD will be rolling out the Vehicle Services portion of the Tapestry Project, which will improve IT systems for vehicle services.

The New Mexico Motor Vehicle Division is responsible for administering driver’s licenses and vehicle registrations in New Mexico. With over 350 employees, MVD is the largest state retail organization, handling more than 1.8 million transactions each year and producing \$350 million in revenue. MVD operates 33 field offices and partners with municipalities and private vendors across the state to administer services to New Mexicans. The Motor Vehicle Division can be contacted online at [www.mvd.newmexico.gov](http://www.mvd.newmexico.gov) and by phone at (888) 683-4636.

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